

1. A method of operating a telecommunication network, the method comprising:

in a switching system, routing a call to a service platform;

in the service platform, transferring a prompt message over the call, collecting
caller-entered information from a caller over the call in response to the prompt message,

5 and transferring the caller-entered information to a Service Control Point (SCP) system;

in the SCP system, transferring the caller-entered information to a destination
processor, processing a destination routing code from the destination processor to
determine a destination routing instruction, and transferring the destination routing
instruction to the switching system; and

10 in the switching system, routing the call to a destination in response to the
destination routing instruction.

2. The method of claim 1 wherein the destination processor selects the destination routing
code based on the caller-entered information.

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3. The method of claim 1 wherein the call from the caller comprises a first call and
further comprising:

in the service platform, transferring a tracking number to the SCP system with the
caller-entered information, initiating a second call to the switching system and

20 transferring the tracking number to the switching system with the second call, and
connecting the first call to the second call;

in the switching system, transferring an SCP query for the second call to the SCP
system;

in the SCP system, correlating the SCP query with the caller-entered information based on the tracking number and processing the SCP query to transfer the caller-entered information to the destination processor; and wherein

in the switching system, routing the first call to the destination comprises routing
5 the second call to the destination in response to the destination routing instruction.

4. The method of claim 3 wherein, in the service platform, initiating the second call comprises using a different telephone number than the caller used to place the first call.

10 5. The method of claim 4 wherein, in the service platform, transferring the prompt message comprises applying a call processing script, and wherein, the call processing script indicates the different telephone number

15 6. The method of claim 1 wherein the caller-entered information comprises a caller identification number or a caller account number.

7. The method of claim 1 wherein the caller-entered information comprises a caller frequent flyer number.

20 8. The method of claim 1 further comprising, in the switching system, removing the service platform from the call after the service platform collects the caller-entered information.

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9. The method of claim 1, further comprising, in the SCP system, transferring an Automatic Number Identification (ANI) to the destination processor wherein the destination processor selects the destination routing code based on the ANI.
- 5 10. The method of claim 9 wherein the destination correlates the caller-entered information with the call received into the destination based on the ANI.

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11. A telecommunication network comprising:

a switching system configured to route a call to a service platform;

the service platform configured to transfer a prompt message over the call, collect caller-entered information from a caller over the call in response to the prompt message,

5 and transfer the caller-entered information to a Service Control Point (SCP) system;

the SCP system configured to transfer the caller-entered information to a destination processor, process a destination routing code from the destination processor to determine a destination routing instruction, and transfer the destination routing instruction to the switching system; and

10 the switching system further configured to route the call to a destination in response to the destination routing instruction.

12. The telecommunication network of claim 11 wherein the destination processor selects the destination routing code based on the caller-entered information.

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13. The telecommunication network of claim 11 wherein the call from the caller comprises a first call and wherein:

the service platform is configured to transfer a tracking number to the SCP system with the caller-entered information, initiate a second call to the switching system and
20 transfer the tracking number to the switching system with the second call, and connect the first call to the second call;

the switching system is configured to transfer an SCP query for the second call to the SCP system;

the SCP system is configured to correlate the SCP query with the caller-entered information based on the tracking number and process the SCP query to transfer the caller-entered information to the destination processor; and

the switching system is configured to route the second call to the destination in response to the destination routing instruction, wherein routing the first call to the destination comprises routing the second call to the destination.

14. The telecommunication network of claim 13 wherein the service platform is configured to initiating the second call using a different telephone number than the caller used to place the first call.

15. The telecommunication network of claim 14 wherein the service platform is configured to apply a call processing script to transfer the prompt message, and wherein, the call processing script indicates the different telephone number.

16. The telecommunication network of claim 11 wherein the caller-entered information comprises a caller identification number or a caller account number.

17. The telecommunication network of claim 11 wherein the caller-entered information comprises a caller frequent flyer number.

18. The telecommunication network of claim 11 wherein the switching system is configured to remove the service platform from the call after the service platform collects the caller-entered information.

5 19. The telecommunication network of claim 11 wherein the SCP system is configured to transfer an Automatic Number Identification (ANI) to the destination processor wherein the destination processor selects the destination routing code based on the ANI.

20. The telecommunication network of claim 19 wherein the destination correlates the
10 caller-entered information with the call received into the destination based on the ANI.

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